




ANNUAL CITIZEN SURVEY

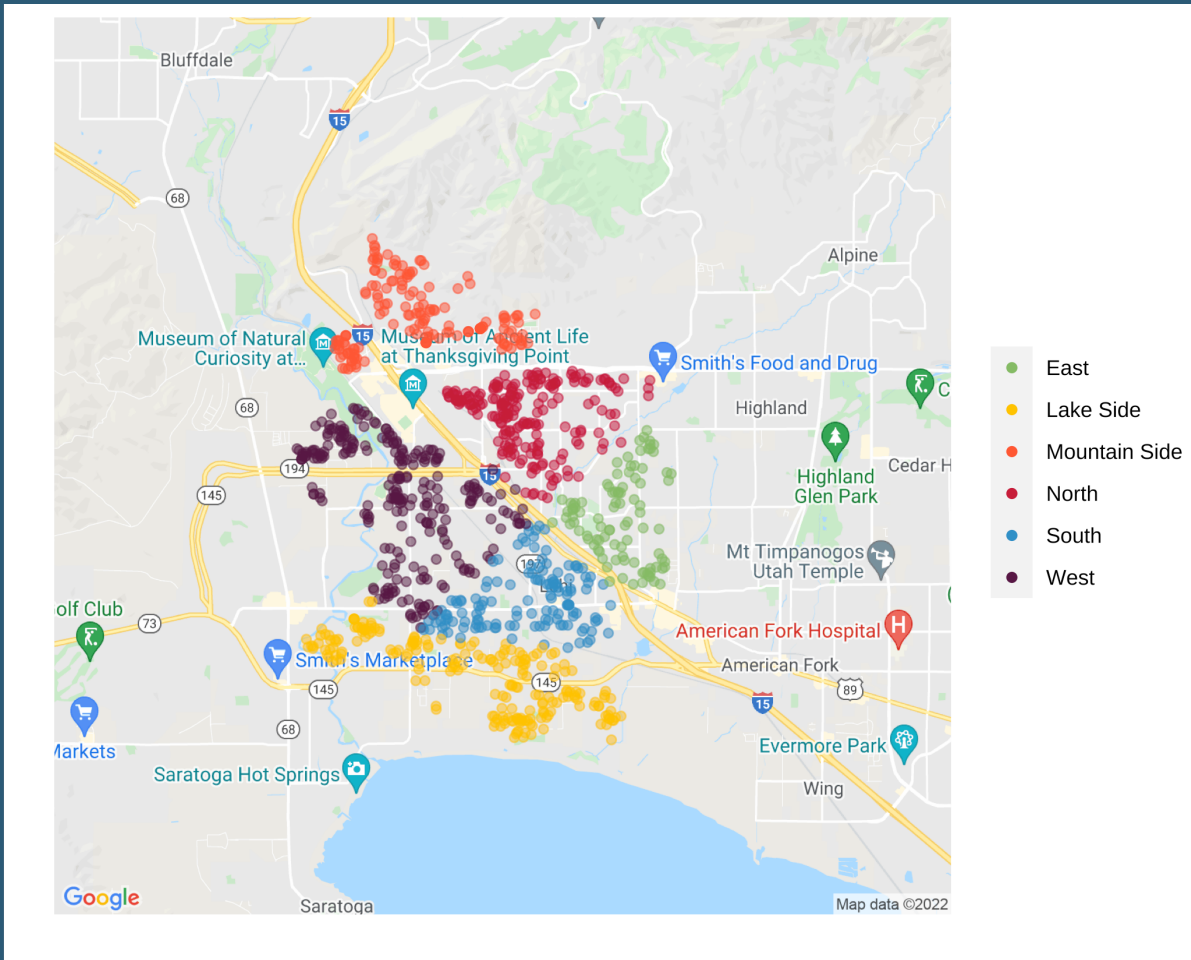
2022 PUBLIC OPINION RESEARCH



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1. The impacts of growth and development on housing, traffic, and infrastructure remain major concerns for residents.
 2. While last year's data showed several upticks in positive attitudes, this year's ratings have moved back in the opposite direction, e.g., overall direction and quality of life, as well as approval of city leaders and likelihood of recommending Lehi to others.
 3. That said, overall, city residents continue to report a high quality of life and are happy with the way the city is being run.
 4. One-in-four residents would be interested in monthly curbside glass recycling pickup.

KEY FINDINGS TO REMEMBER

SAMPLE & GEOGRAPHIC REGIONS



Online survey invitations were sent to resident panelists sampled from the Lehi City municipal utility list in 2021. The survey fielded Jan 5– Jan 21, 2022.

In total, 1,151 panelists responded to this year's community survey (MoE +/- 3 percentage points).

Responses were weighted to reflect the demographic composition of the city as a whole. To allow for geographic analyses, respondents were grouped into six regions of the city.

MANAGING CITY GROWTH

GROWTH, TRAFFIC, HOUSING TOP CONCERNS

In your opinion, what is the most important issue facing Lehi today?



FUTURE CONCERNS: WATER & INFRASTRUCTURE

What is the most important issue facing Lehi in the future?

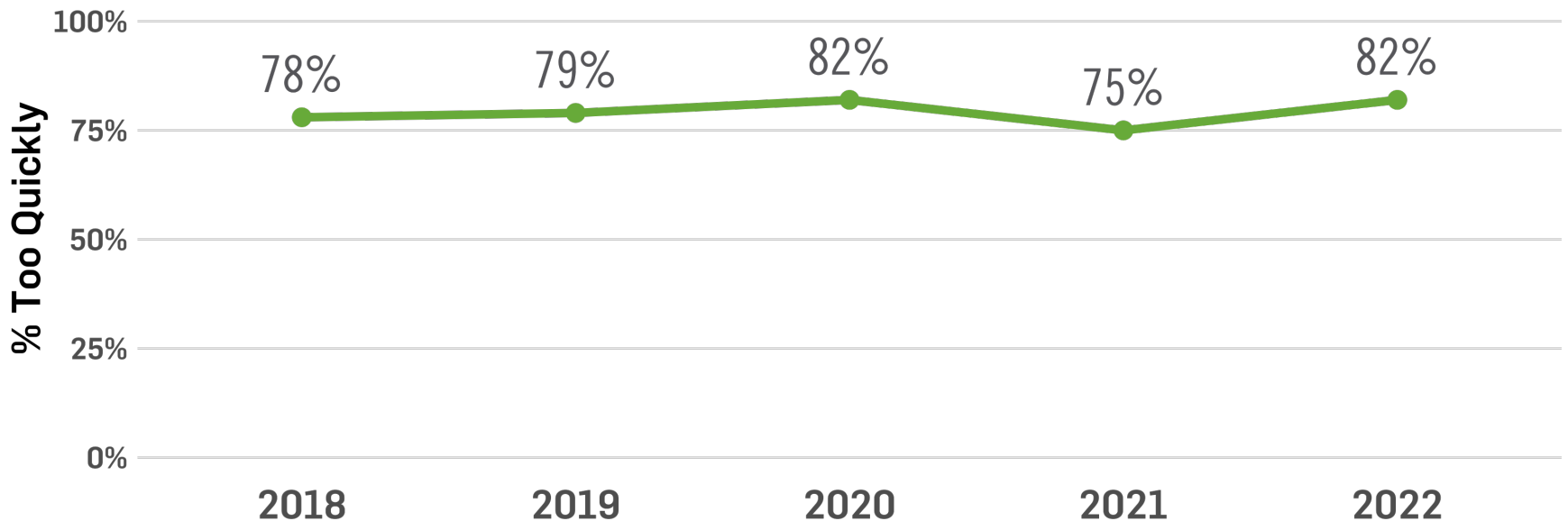


MAJORITY FEEL LEHI IS GROWING TOO QUICKLY

Almost a fifth of respondents think the city is growing at an appropriate pace while 82% think that Lehi is growing too quickly, up from 75% last year.



*Which of the following statements best reflects how you feel about **the pace** at which the **City of Lehi** is growing? – Lehi is growing...*

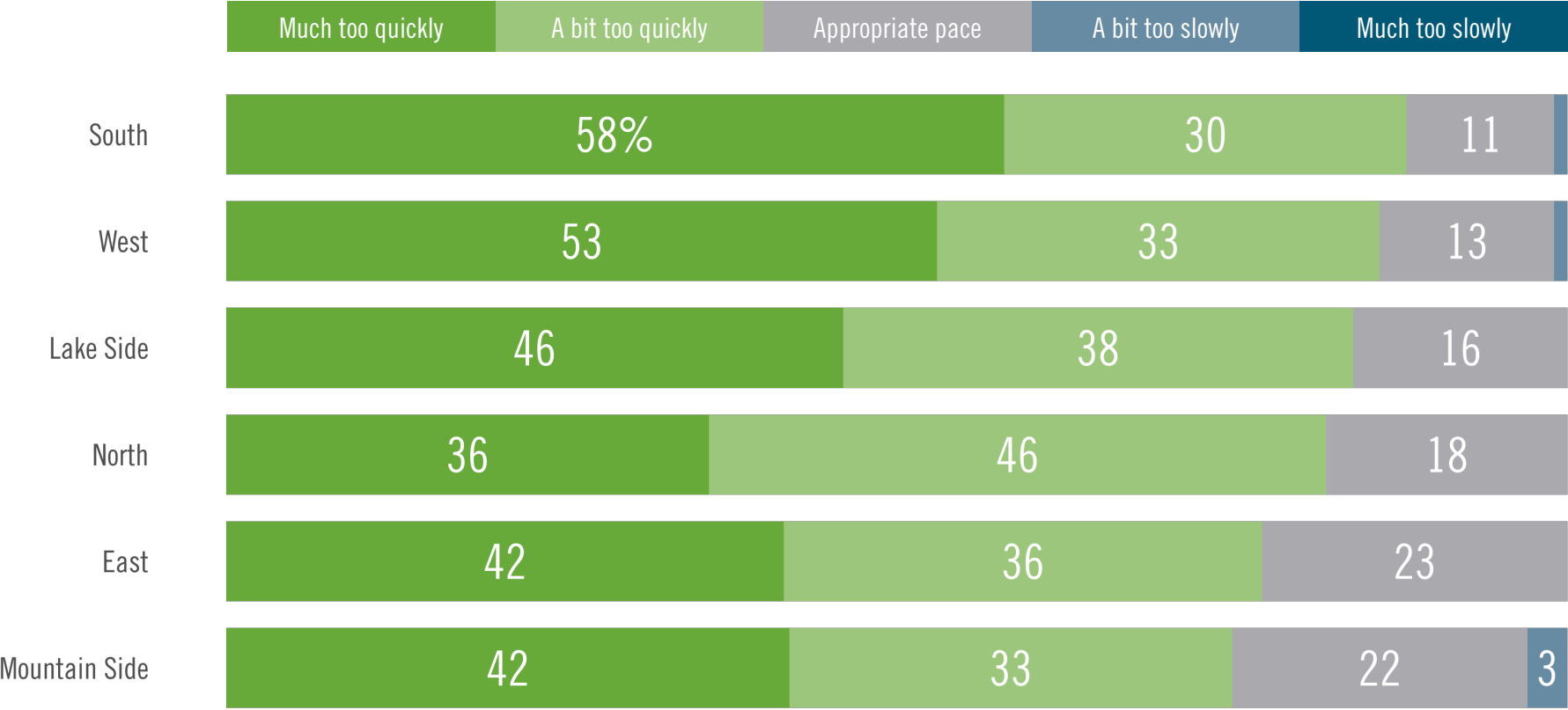


SOUTH, WEST SENSITIVE TO PACE OF GROWTH

Respondents from the South and the West are most likely to feel that the city is growing much too quickly while 3% of Mountain Side residents think Lehi is growing too slowly.



Which of the following statements best reflects how you feel about the pace at which the City of Lehi is growing? – Lehi is growing...



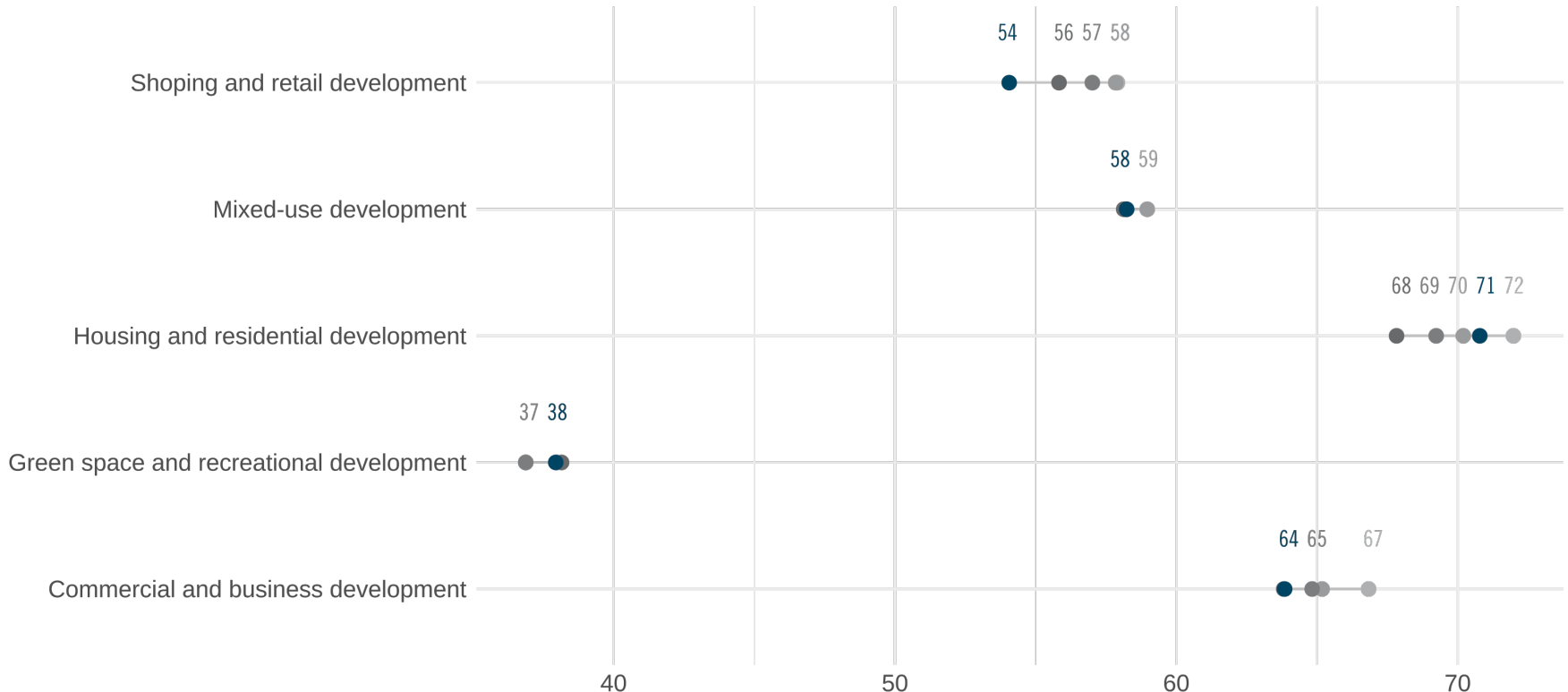
NOT ENOUGH GREEN SPACE, TOO MUCH RESIDENTIAL

Respondents still feel that there is too little green space and recreational development and too much other development, especially housing and residential development. Average responses moved toward the right amount of development in all categories except housing and residential development.



Lehi City is growing and developing in a variety of ways. For each type of development below, move the slider to the position that best represents how you feel about the way the city is growing where 0 represents not enough development and 100 represents too much development.

Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022



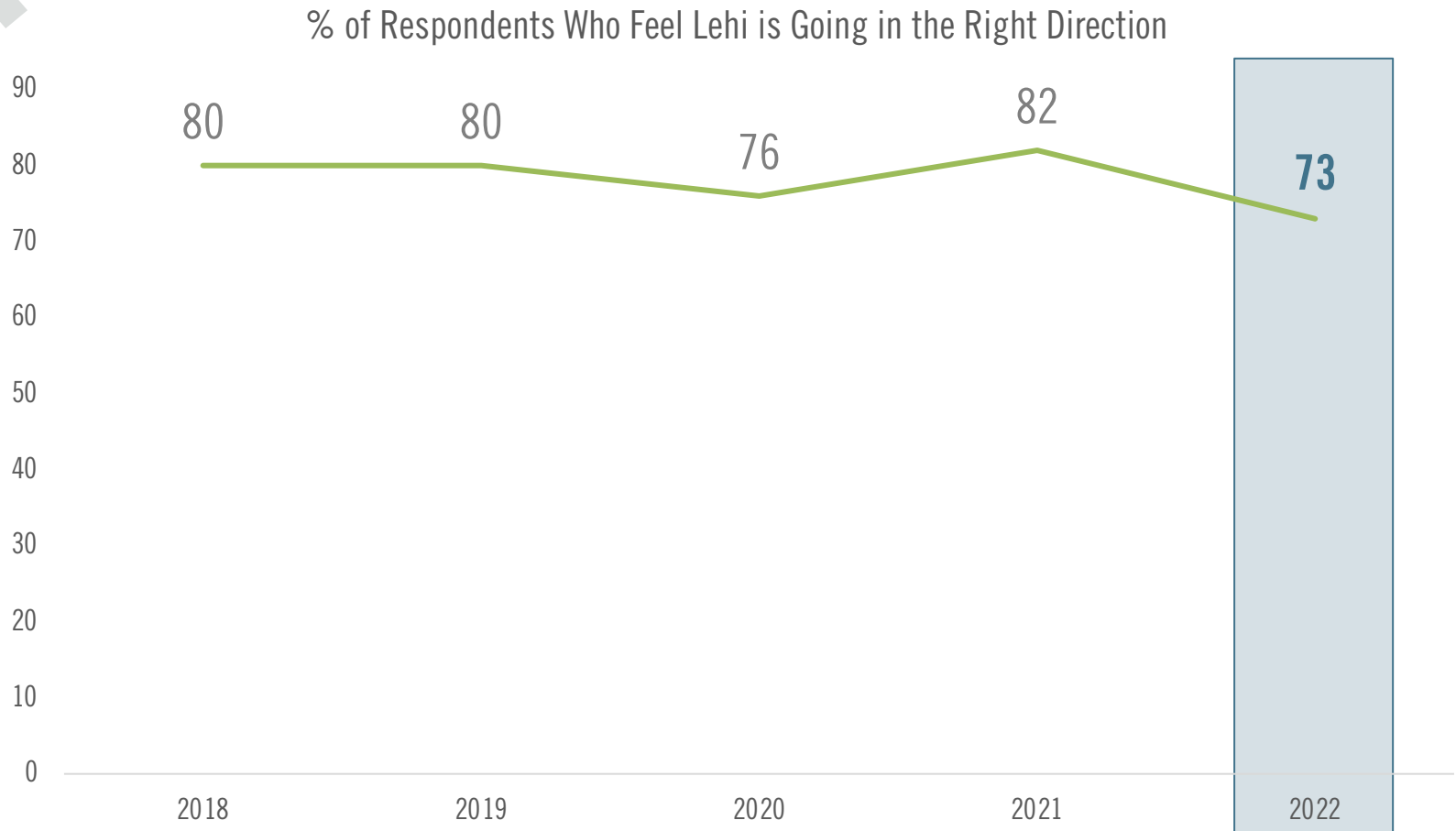
CITY DIRECTION & PERCEPTIONS

LEHI GENERALLY HEADED IN RIGHT DIRECTION

While more than two-thirds of respondent's still feel the City is headed in the right direction, last year's uptick in optimism seems to have waned slightly.



*Do you feel things in Lehi City are going in the **right direction** or the **wrong direction**?*



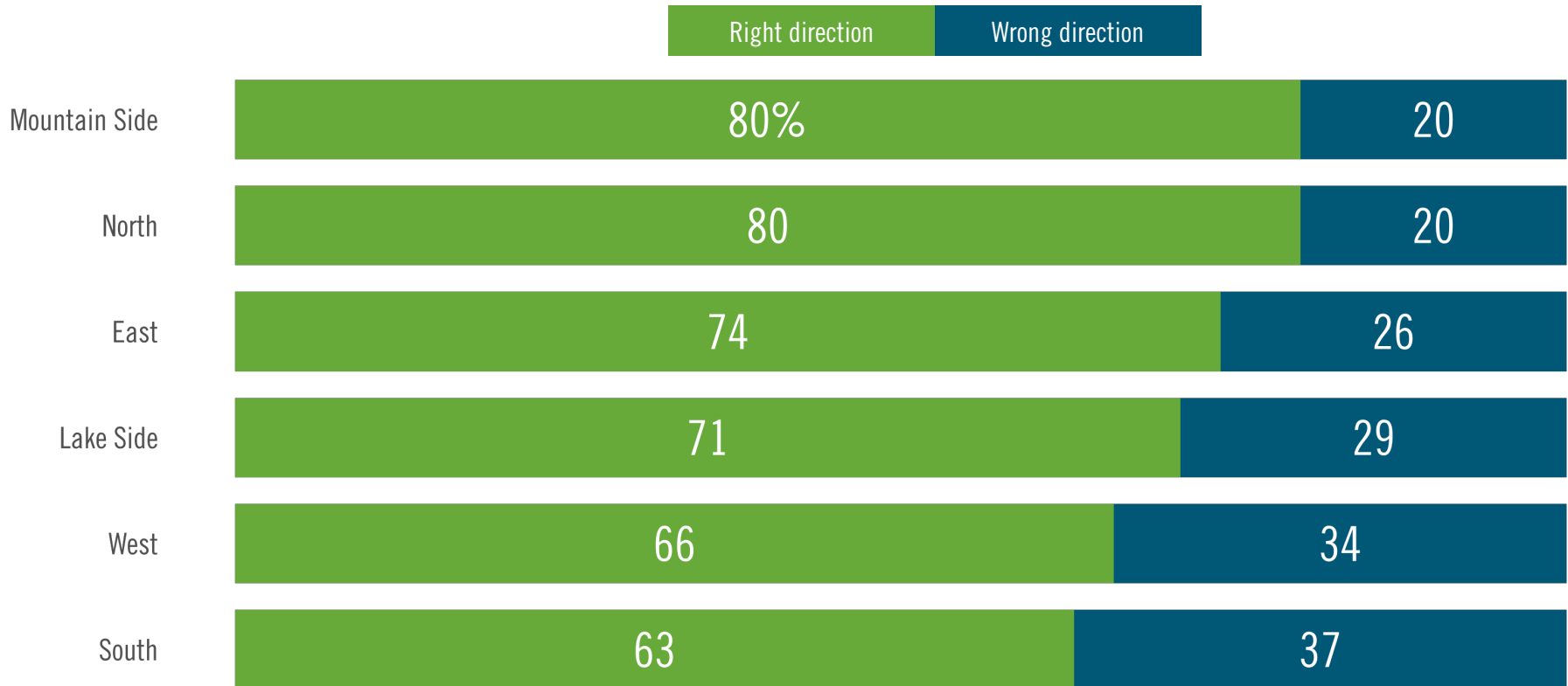
**Note: prior years' reports included the % of respondents who skipped the question in this calculation. The visualization above displays the "Right direction" ratings only among respondents who answered the question for all years reported.*

OVERALL DIRECTION BY REGION

Mountain Side and North region residents are significantly more likely to indicate that the City is headed in the right direction, while West and South region residents are the primary driver's of this year's relative decline in positive trajectory ratings.



Do you feel things in Lehi City are going in the right direction or the wrong direction?



LONGER TERM RESIDENTS ARE LESS SATISFIED

Residents who say the City is headed in the right direction differ in meaningful ways from those who say the City is headed in the wrong direction. Those who are unsatisfied with the City's direction tend to be longer term residents who are less satisfied with certain city services and the value they receive from their tax dollar.



*Do you feel things in Lehi City are going in the **right direction** or the **wrong direction**?*

Right direction

- More likely to have **lived in the City for 5 years or less** (58% vs 37%)
- More likely feel they receive an **excellent or good value for their tax dollar** (78% vs 49%)
- Holding all else equal, they are more likely to **express satisfaction with certain city services**, such as development permitting, senior citizen programs, and fire and emergency services

Wrong direction

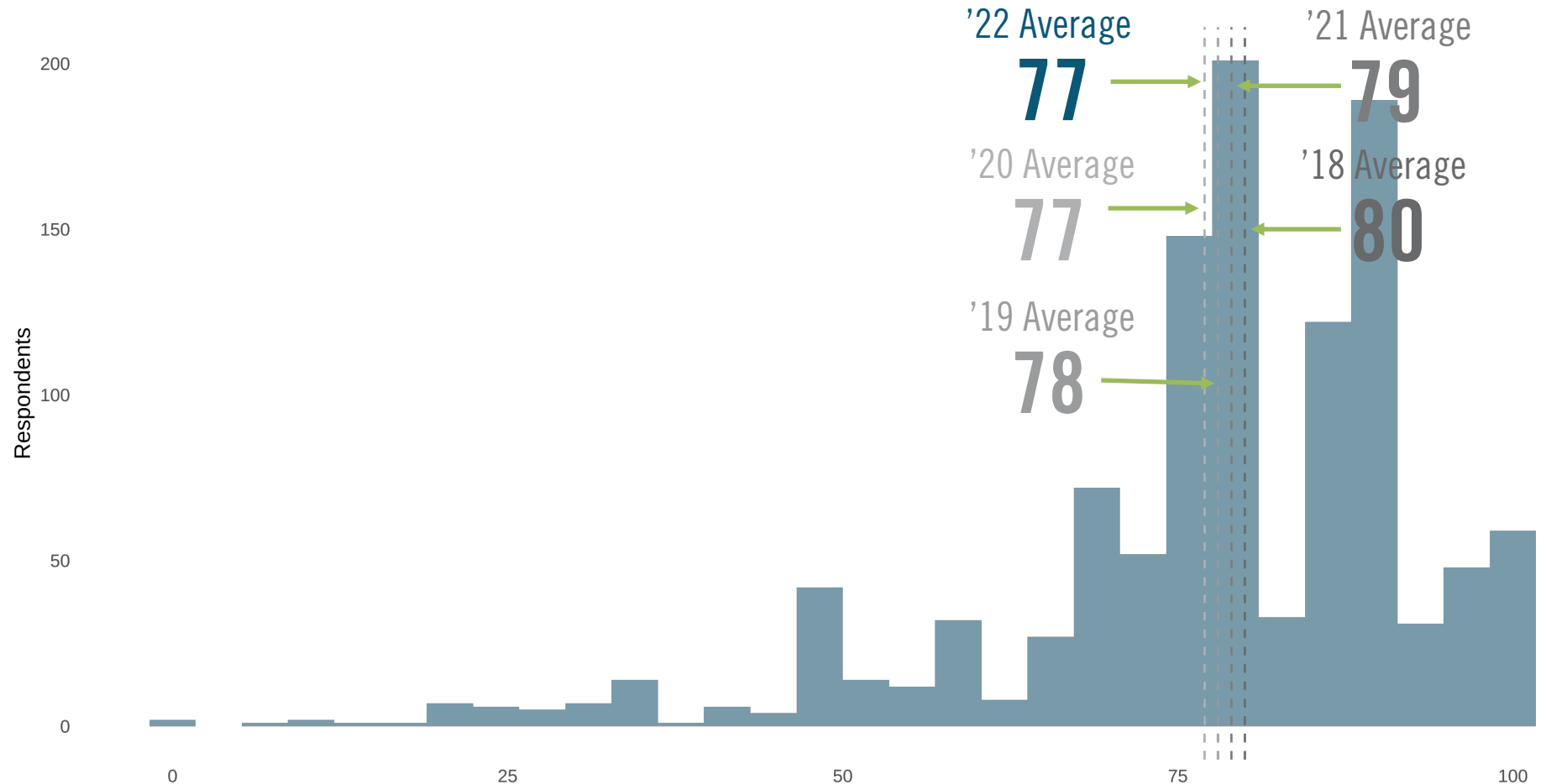
- More likely to have **lived in the City for 21 or more** (19% vs 8%)
- More likely feel they receive a **fair or poor value for their tax dollar** (51% vs 22%)
- Holding all else equal, they are less likely to **express satisfaction with certain city services**, such as development permitting, senior citizen programs, and fire and emergency services

OVERALL QUALITY OF LIFE

The average quality of life rating has been decreasing gradually since 2018, though 2021 appeared to be a positive shift. The rating this year (77) is down slightly from last year (79), and lower than the 2018 average by 3 points.



All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Lehi?

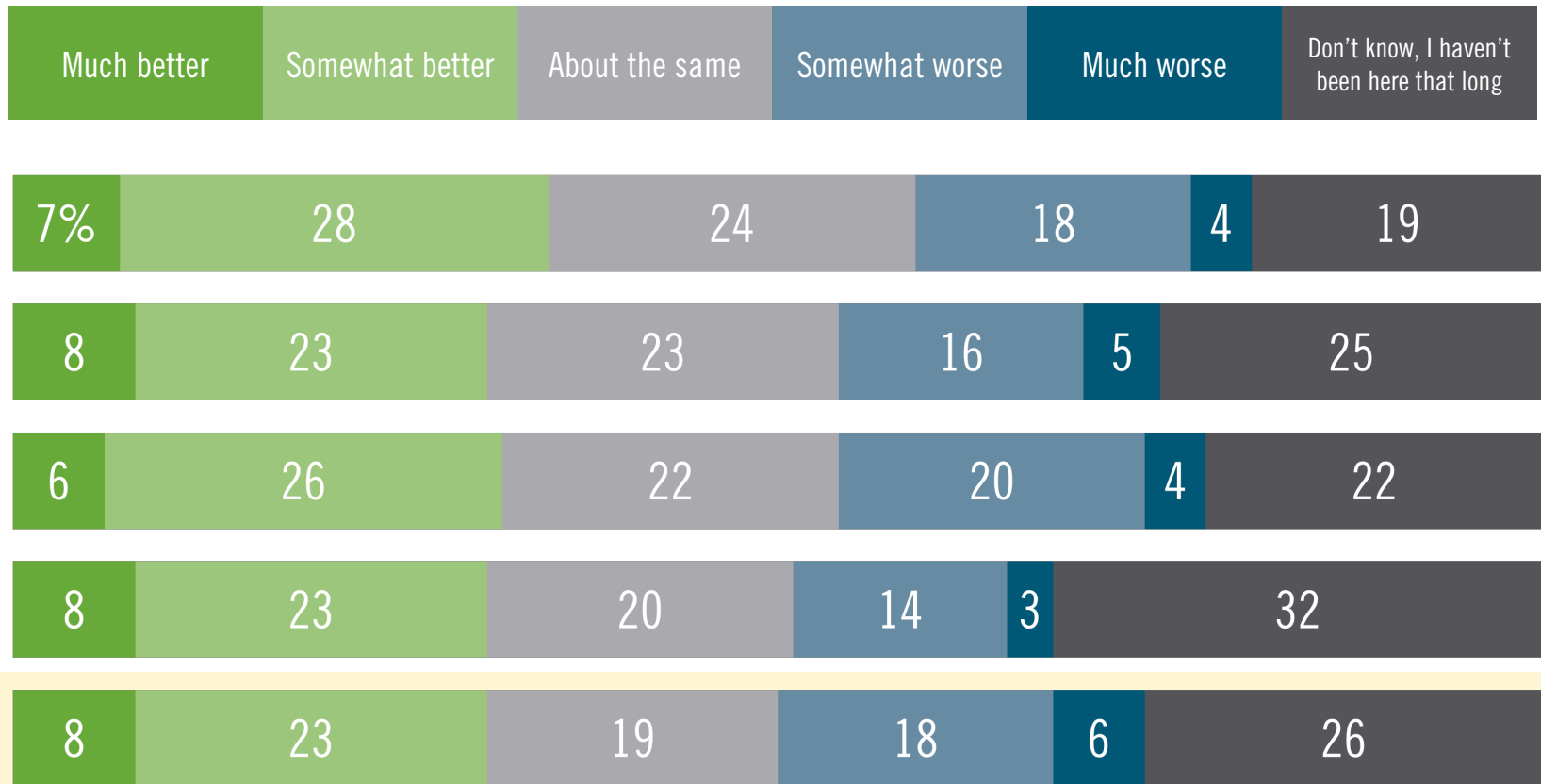


LEHI CITY NOW AND THEN

The total share of respondents rating the City as better or the same compared to five years ago continues to trend downward. However, consistent with 2021, 31% say Lehi is either much or somewhat better than it was five years ago.



*How would you rate the City of Lehi City **today compared to five years ago?**
Would you say it is...*

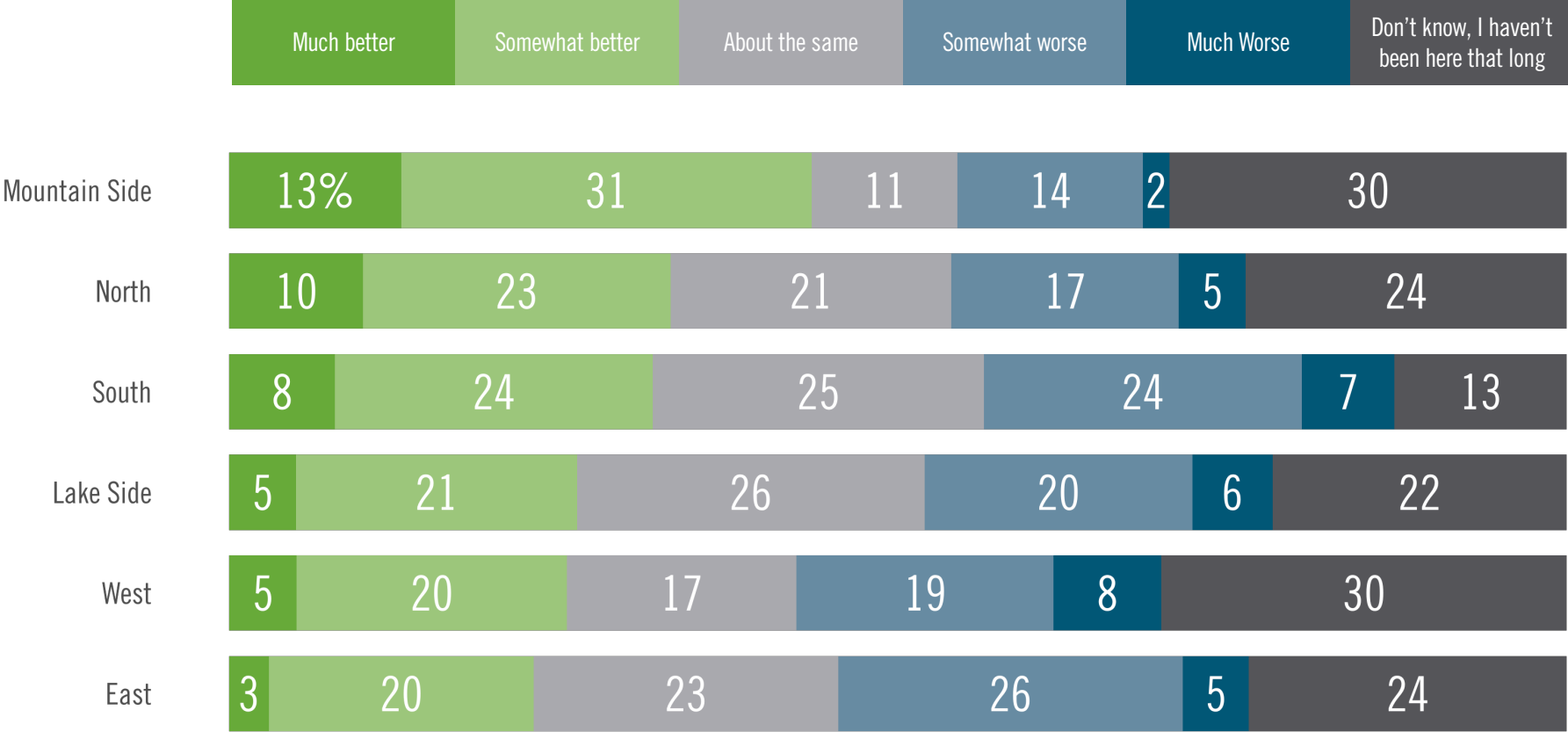


LEHI CITY NOW AND THEN

Mountain Side and North residents are most likely to feel that the city has gotten better. The more tenured residents in the South are starkly divided, while residents in the East are the one group more likely to say things in Lehi have gotten worse in the last five years than to say they've gotten better.



How would you rate the City of Lehi City today compared to five years ago? Would you say it is...

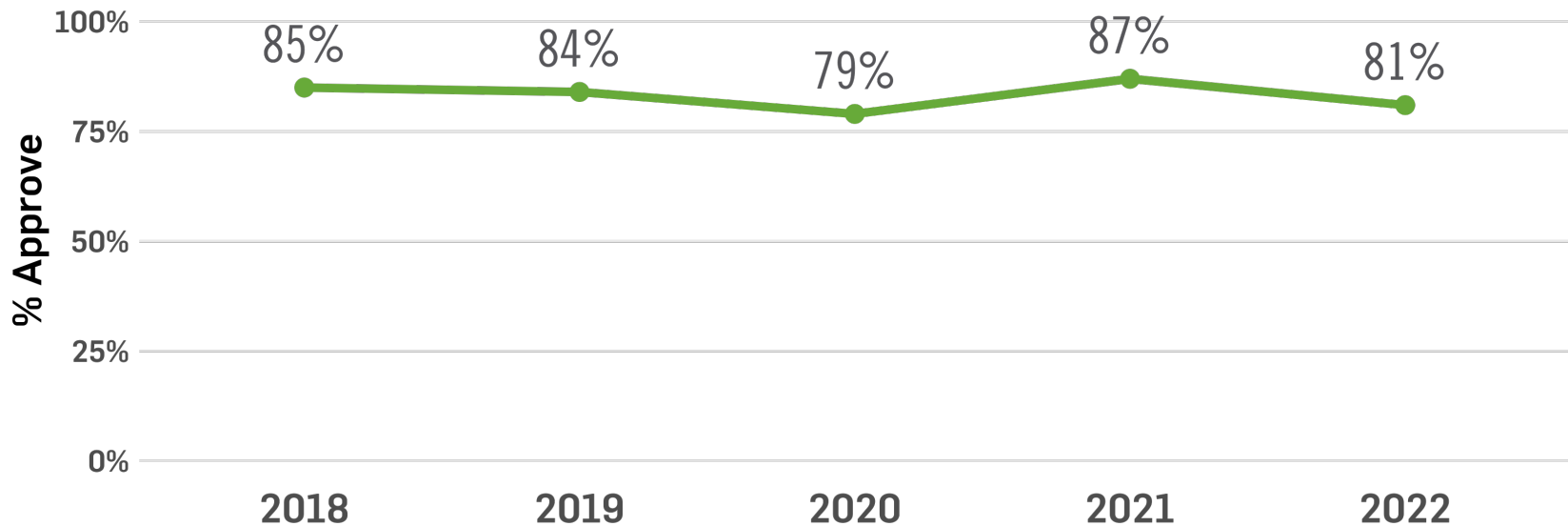
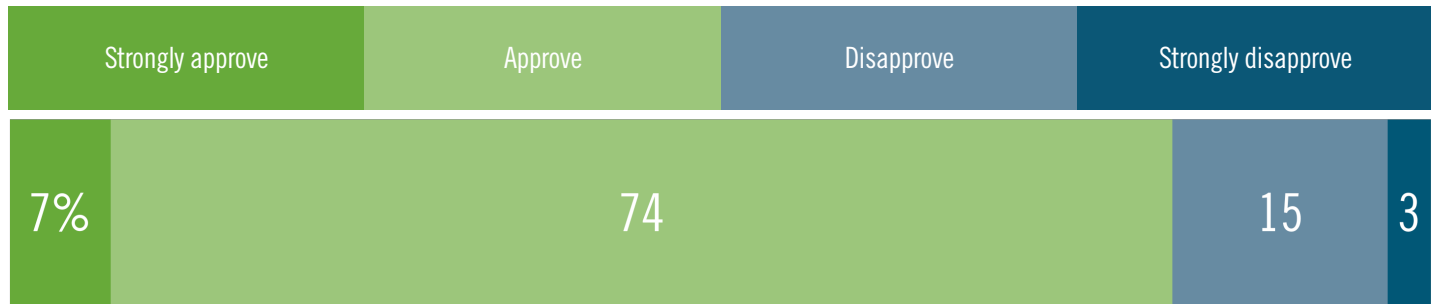


VAST MAJORITY APPROVES OF ELECTED OFFICIALS

In total, 81% of respondents approve of Lehi's elected officials' job performance. However, this comes as a 6-percentage point decrease from 2021.



Do you approve or disapprove of how the Lehi City Mayor and City Council are handling their jobs?

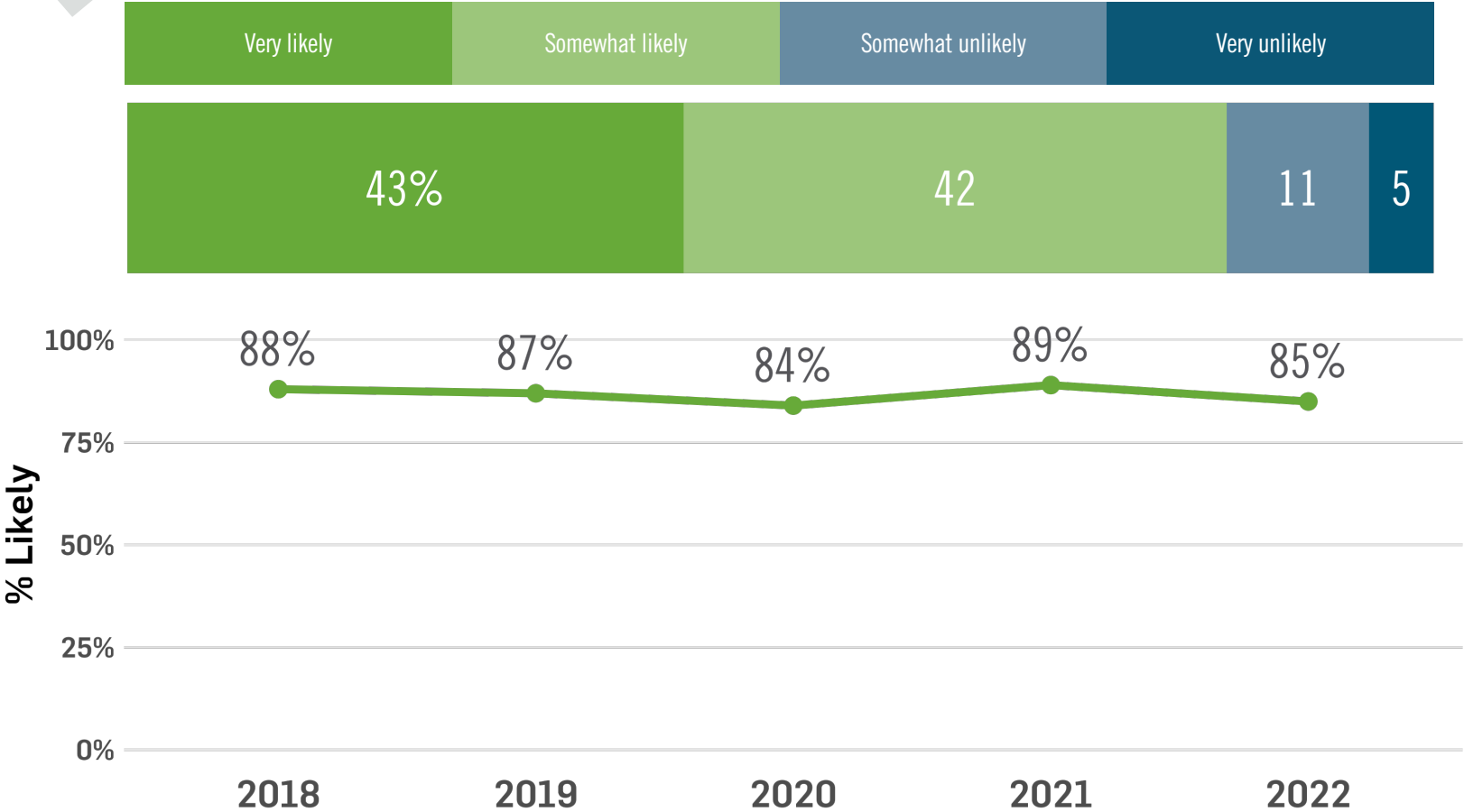


MOST WOULD RECOMMEND LEHI AS GOOD PLACE TO LIVE

85% of respondents are very or somewhat likely to recommend the City of Lehi to others while only 16% are somewhat or very unlikely.



How likely are you to recommend the City of Lehi to others as a good place to live?

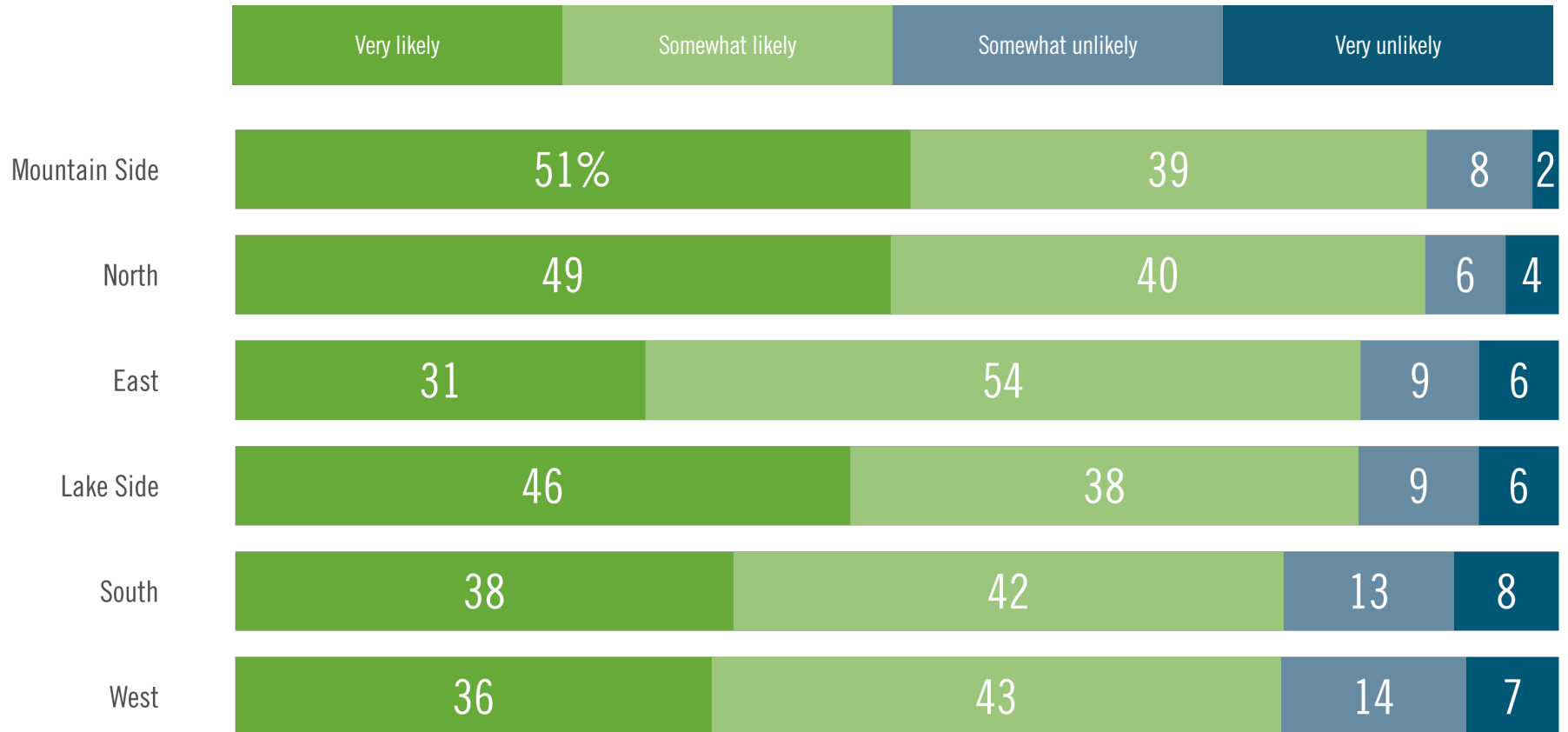


RECOMMENDING LEHI BY REGION

Most residents across regions are at least somewhat likely to recommend Lehi, though residents in the East are the least enthusiastic (just 31% are very likely to recommend the City to others). One-in-five South and West residents are somewhat or very unlikely.



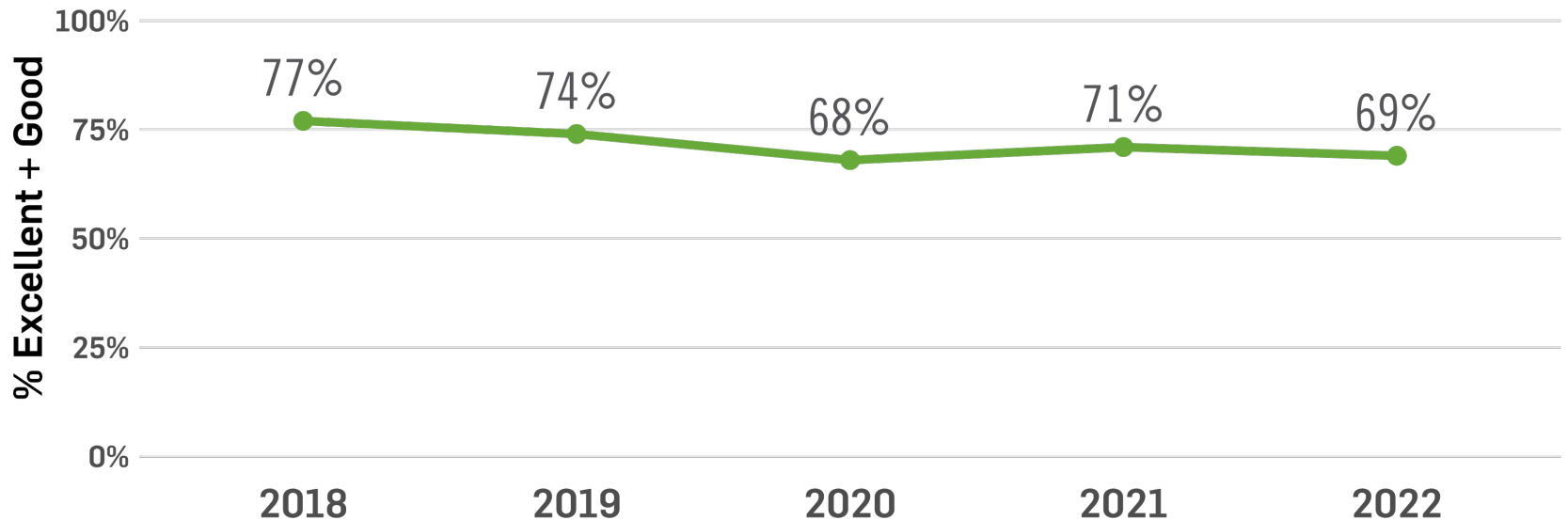
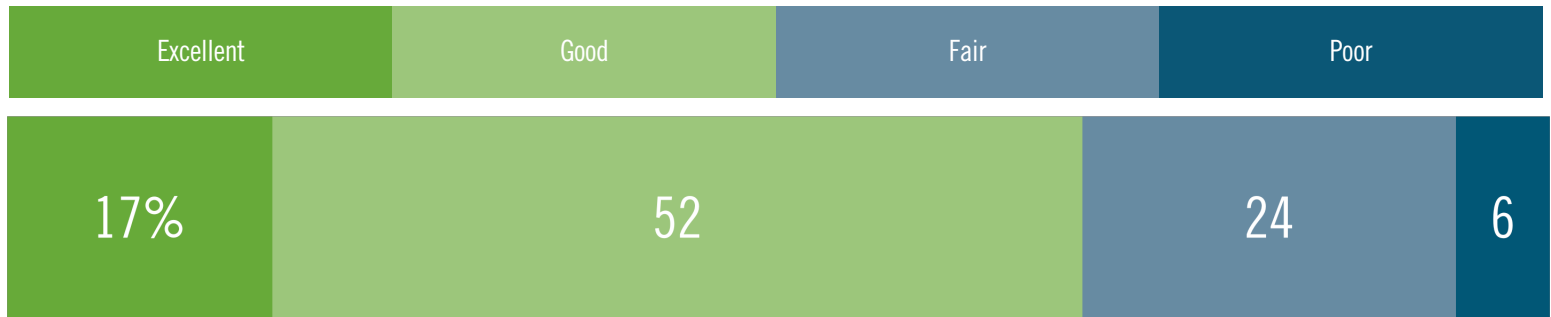
How likely are you to recommend the City of Lehi to others as a good place to live?



MOST RESIDENTS RECEIVE GOOD VALUE FOR TAX DOLLARS

Consistent with results from previous years, a majority of residents are pleased with the value of their tax dollar with 17% giving an excellent rating and only 6% giving a poor rating.

In general, how do you rate the service you receive from Lehi for your tax dollar?



What brought you to Lehi, or why do you choose to live in Lehi?

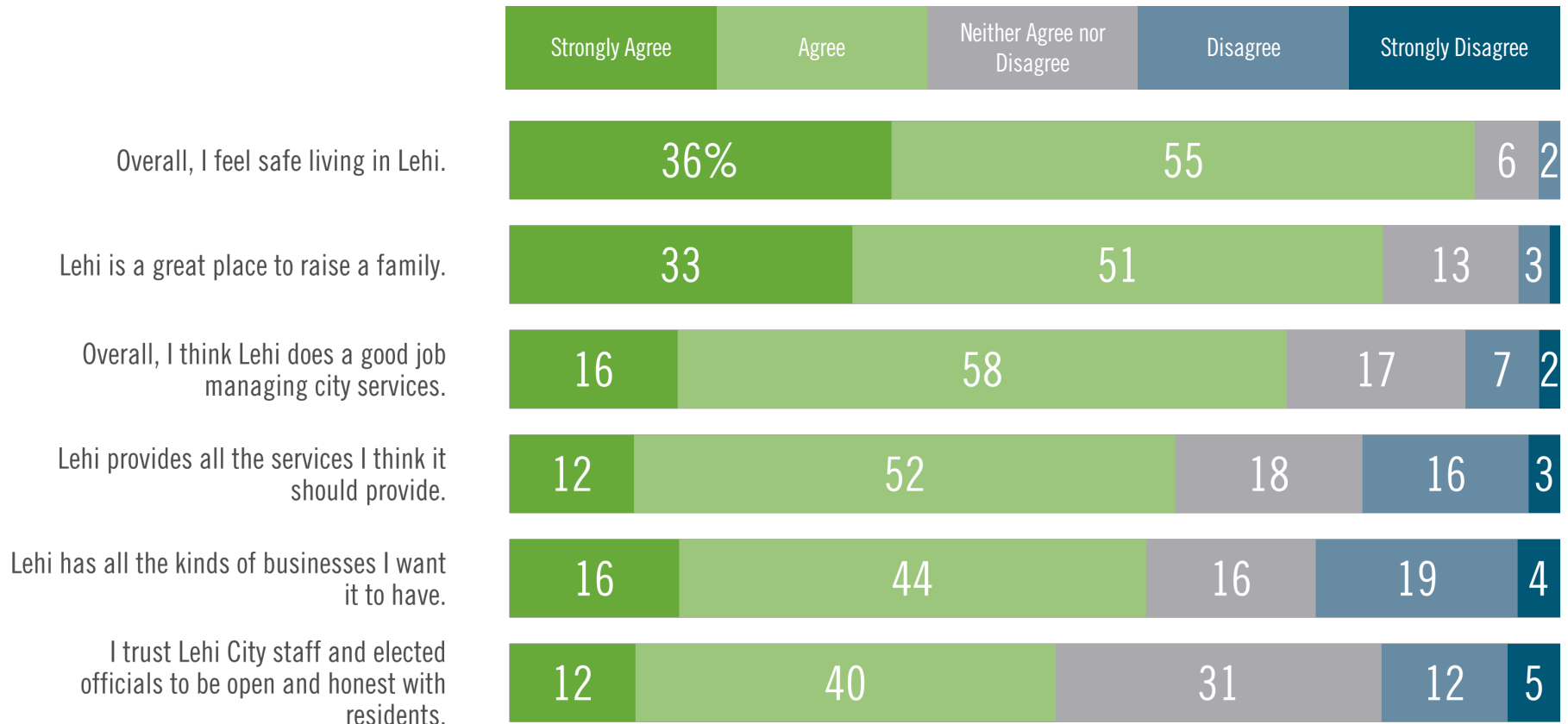


HIGH MARKS FOR SAFETY, RAISING FAMILIES IN LEHI

36% of residents strongly agree that they feel safe in Lehi. Only 12% of respondents strongly agree that Lehi City staff and elected officials will be open and honest with residents while nearly a third decline to express an opinion.



Do you agree or disagree with the following statements about Lehi City?



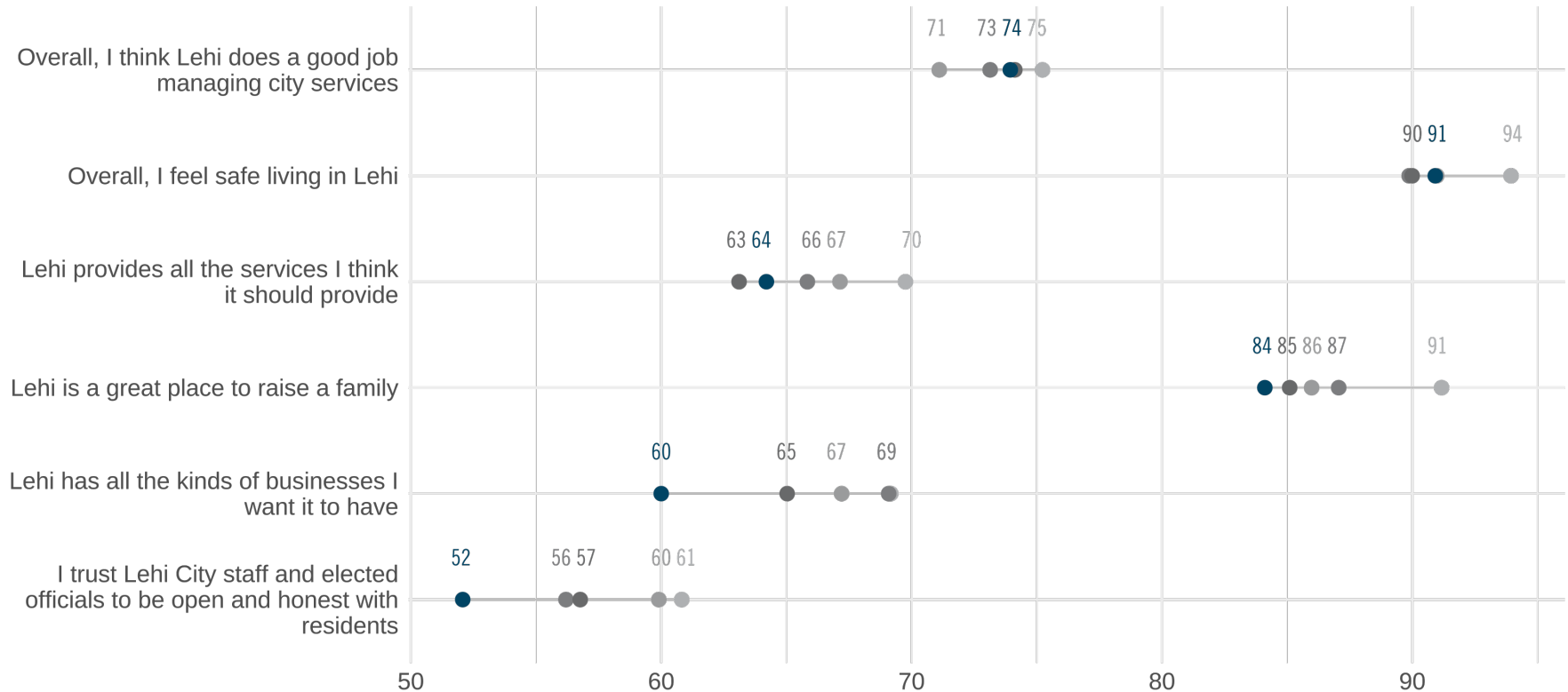
QUALITY OF LIFE INDICATORS OVER TIME

This year there was a decrease in satisfaction with the kinds of businesses offered, as well as agreement that staff and elected officials will be open and honest.



Do you agree or disagree with the following statements about Lehi City?
(% Strongly agree & agree)

Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022

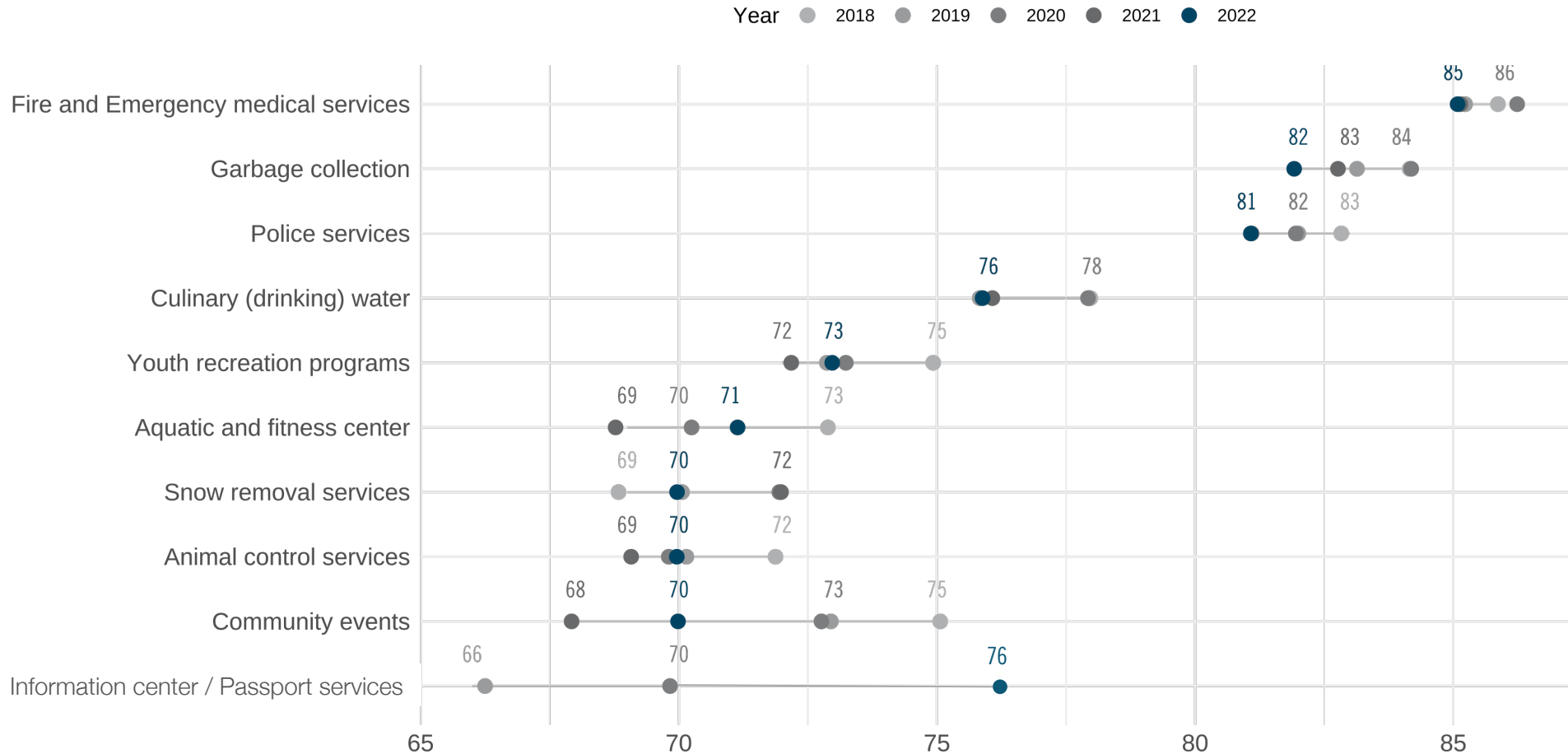


LEHI CITY SERVICES

IMPROVEMENTS FOR FITNESS CENTER & COMMUNITY EVENTS

While most service ratings are similar to past years, ratings for the aquatic and fitness center and community events show directional improvements since last year. The city information center, which includes passport services and utility billing, receives a much higher rating than prior years.

Q Lehi City provides a number of services to its residents. Please rate each of the following city services using a 0 to 100 scale, with 0 meaning you are completely dissatisfied and 100 meaning completely satisfied. If you are unfamiliar with a service, select Not applicable.

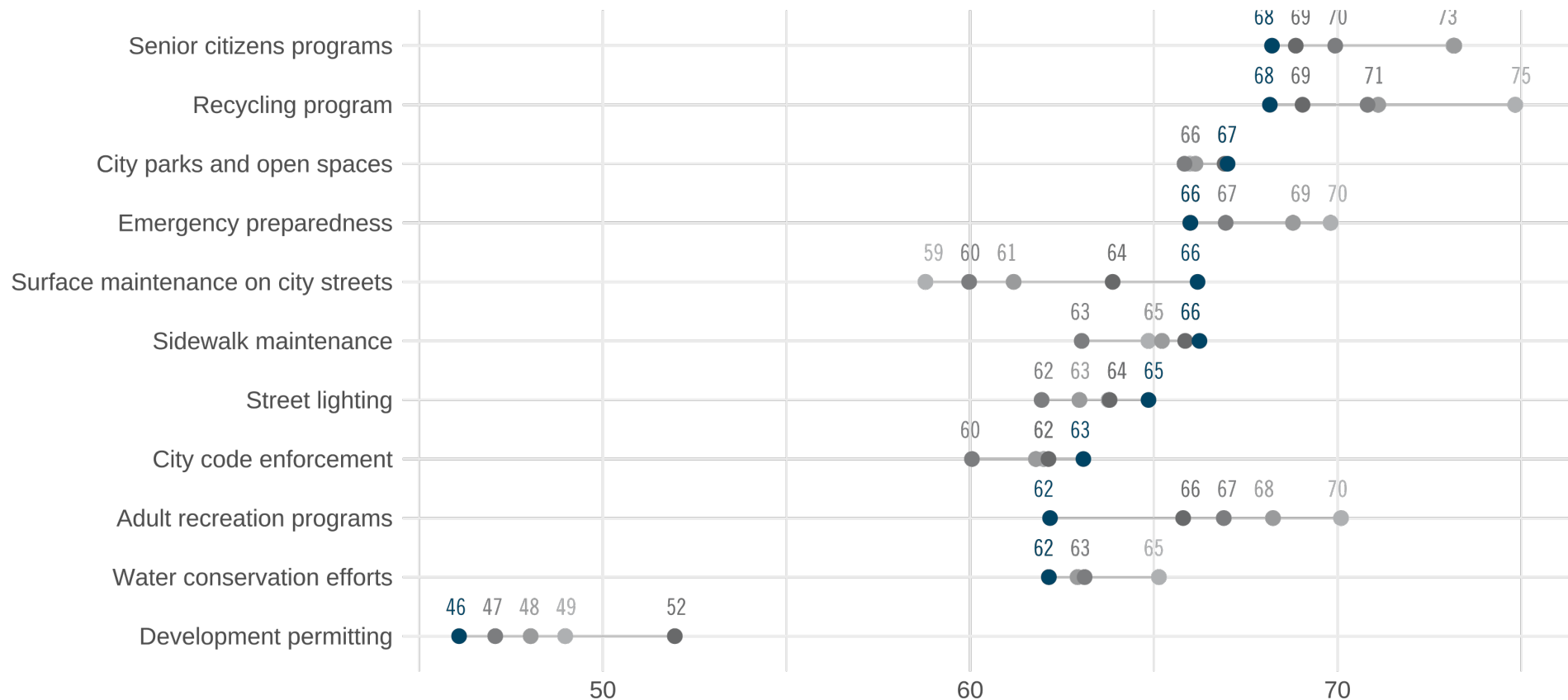


IMPROVEMENTS FOR STREET AND SIDEWALK MAINTENANCE

Although many service ratings are similar to past years, ratings for adult recreation programs have reached a new low. Emergency preparedness and development permitting have also seen significant downturns since the last wave.

Q Lehi City provides a number of services to its residents. Please rate each of the following city services using a 0 to 100 scale, with 0 meaning you are completely dissatisfied and 100 meaning completely satisfied. If you are unfamiliar with a service, select Not applicable.

Year ● 2018 ● 2019 ● 2020 ● 2021 ● 2022

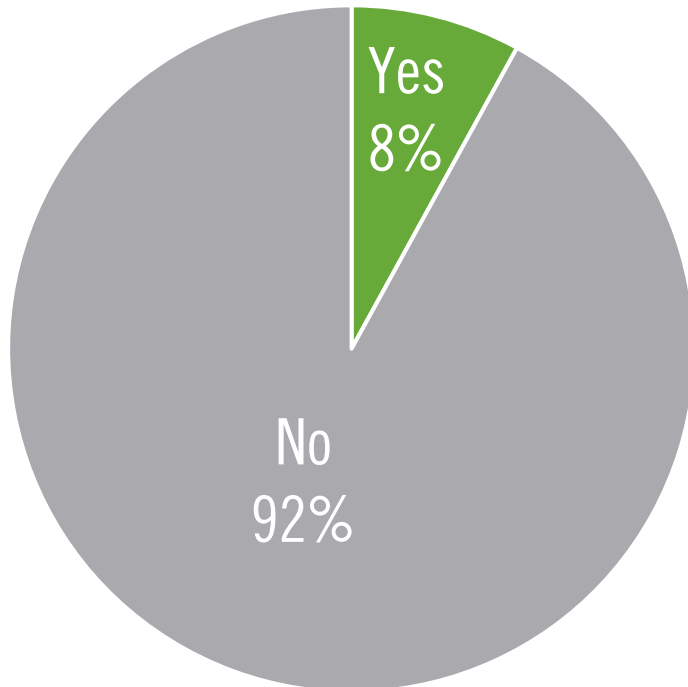


GLASS RECYCLING APPEALING TO 1 IN 4 RESIDENTS

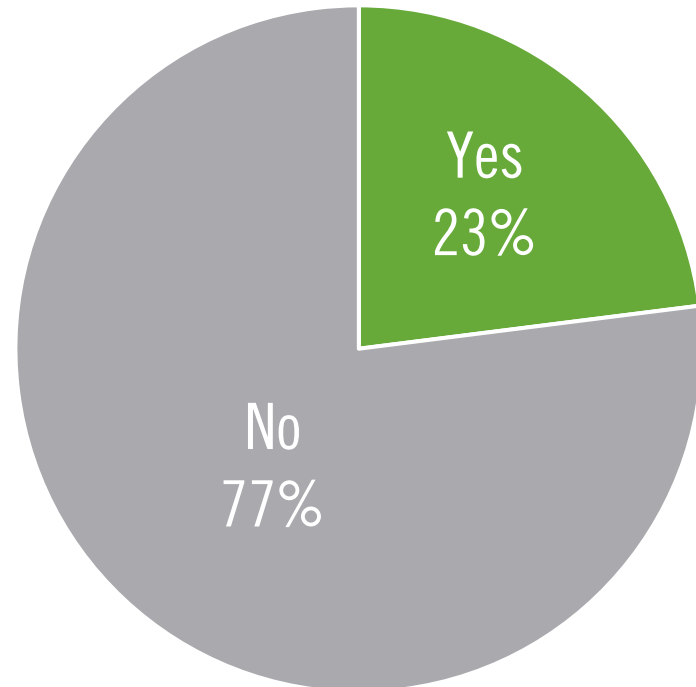
8% of residents report that they currently utilize the glass recycling bin across from City Hall. However, 23% of residents say they would take advantage of a service that picked up glass from their home once a month.



Do you currently utilize the community glass recycling bin across the street from City Hall?



If offered for \$8 per month, would you participate in a service that picked up a glass recycling can from your home once per month?

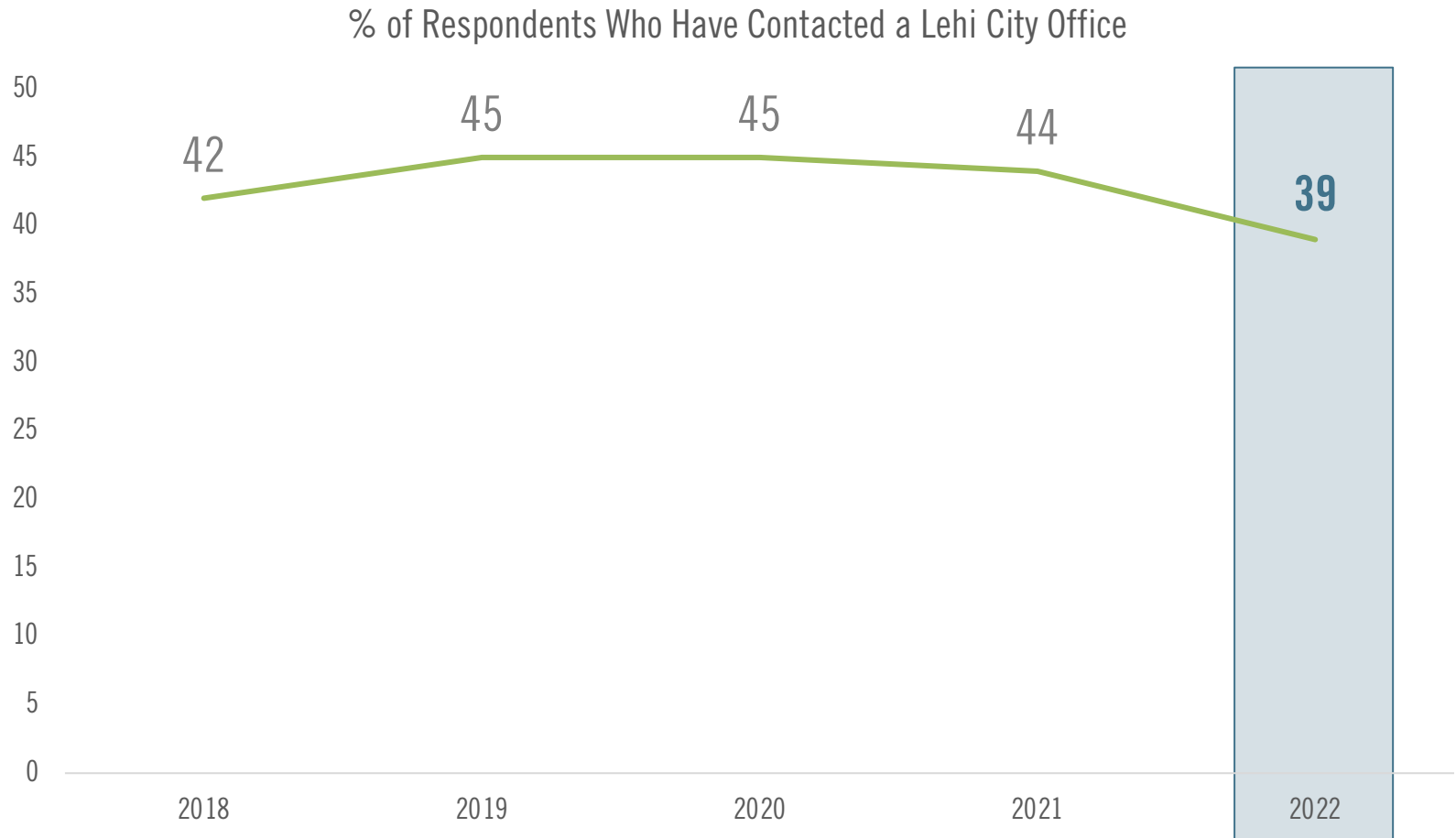


AROUND 40% OF RESIDENTS INTERACTED WITH STAFF

39% of residents report having interacted with city staff in the past year, down slightly compared with previous results.



During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint?

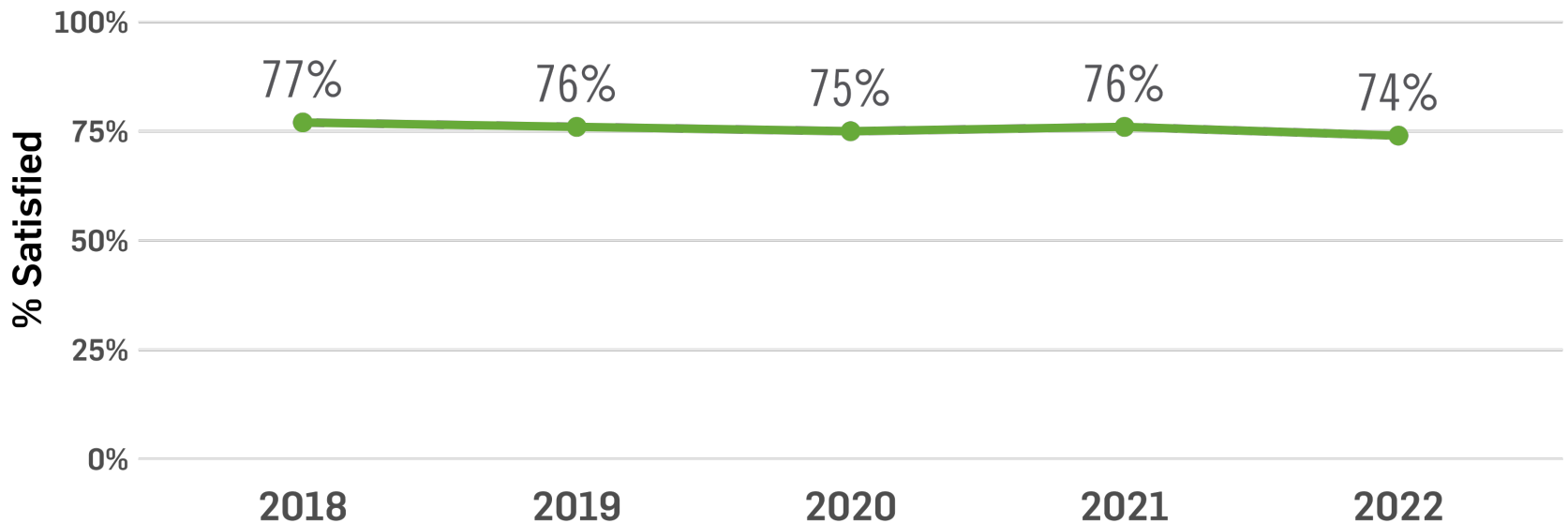


PERSONAL EXPERIENCE WITH CITY STAFF

Among those who have contacted city offices, a large majority of residents were satisfied with the responses they received. Respondents reporting that they were very satisfied with their interaction have decreased slightly (-2%) since last year.



Were you generally satisfied or dissatisfied with the City's response?

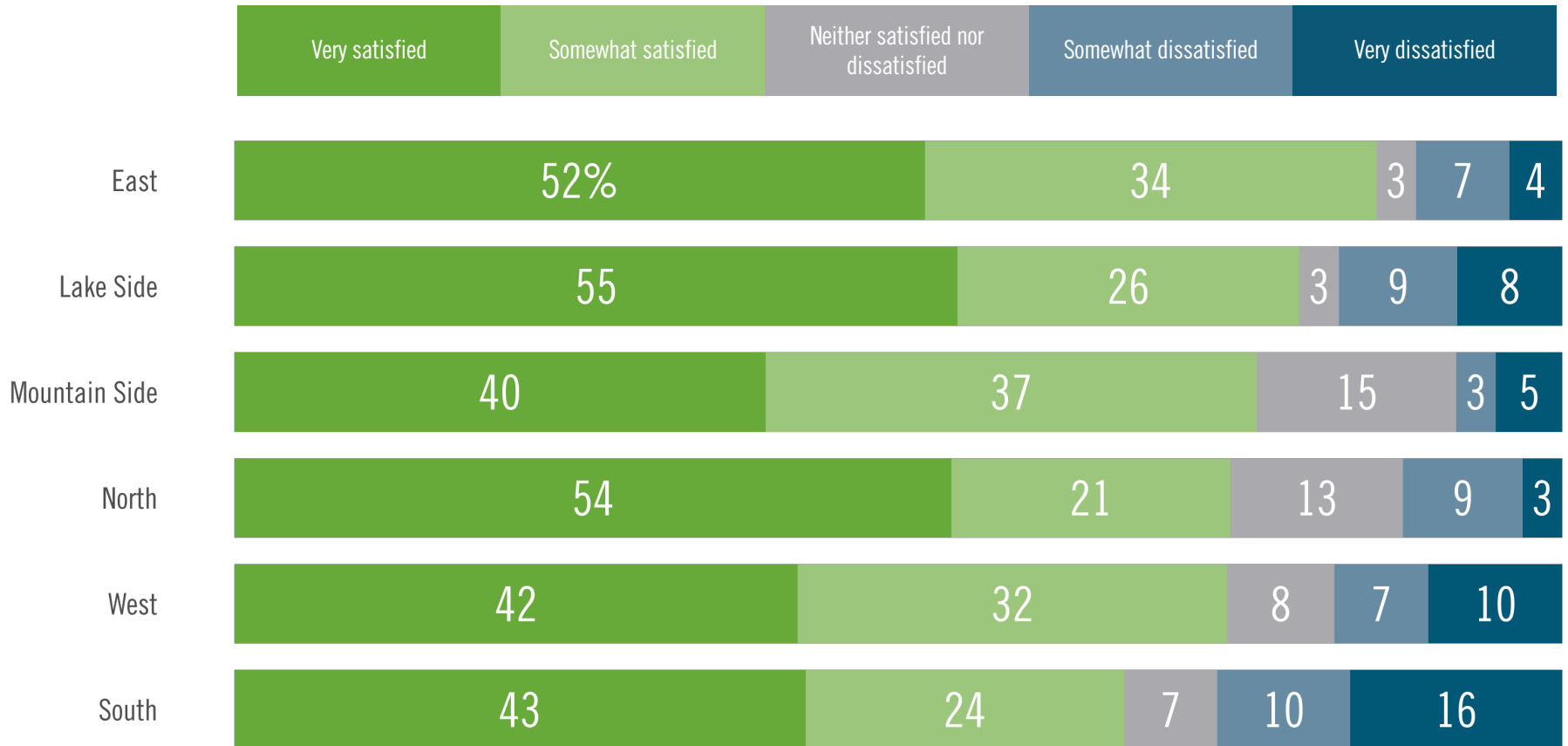


EAST RESIDENTS MOST SATISFIED WITH CITY STAFF

A majority of respondents who had contact with city staff were satisfied. In total, 85% of East residents were satisfied with their interactions. South and West residents were most likely to express dissatisfaction.



Were you generally satisfied or dissatisfied with the City's response?





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